



If you receive the error messages like either of the ones in the screenshots below, when using your HMC Credentials to access a service that is included in our Single Sign On (SSO) environment (e.g. the Student Portal, Google Workplace, Ultipro). Please review our recommended settings for the browser you use to allow cookies from **login.hmc.edu**

[Internet Explorer](#)

[Chrome for Windows](#)

[Chrome for Mac](#)

[Firefox for Windows](#)

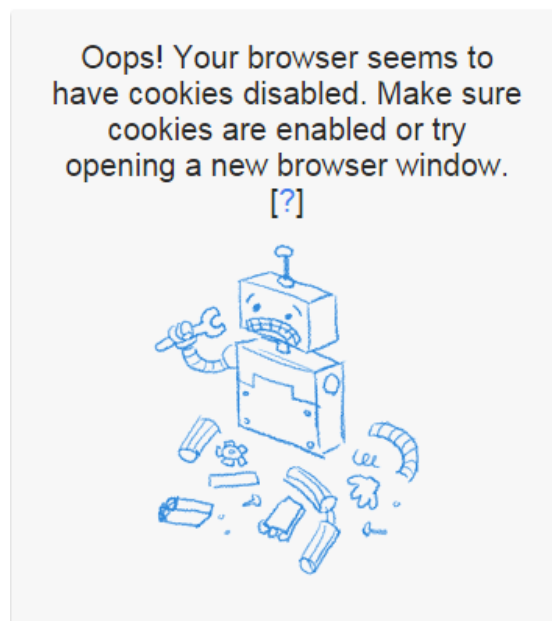
[Safari](#)

ERROR

An error occurred while processing your request. Please contact your helpdesk or user ID office for assistance.

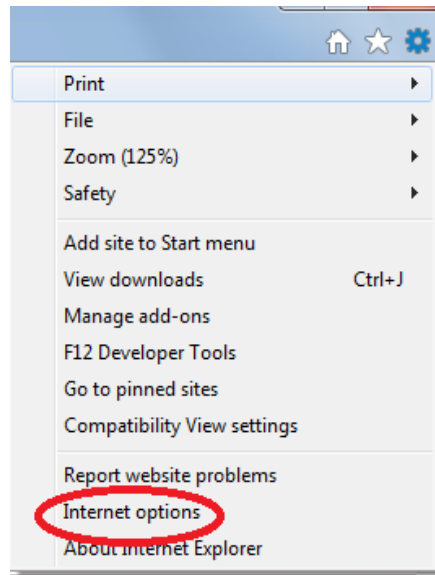
This service requires cookies. Please ensure that they are enabled and try your going back to your desired resource and trying to login again.

Use of your browser's back button may cause specific errors that can be resolved by going back to your desired resource and trying to login again.

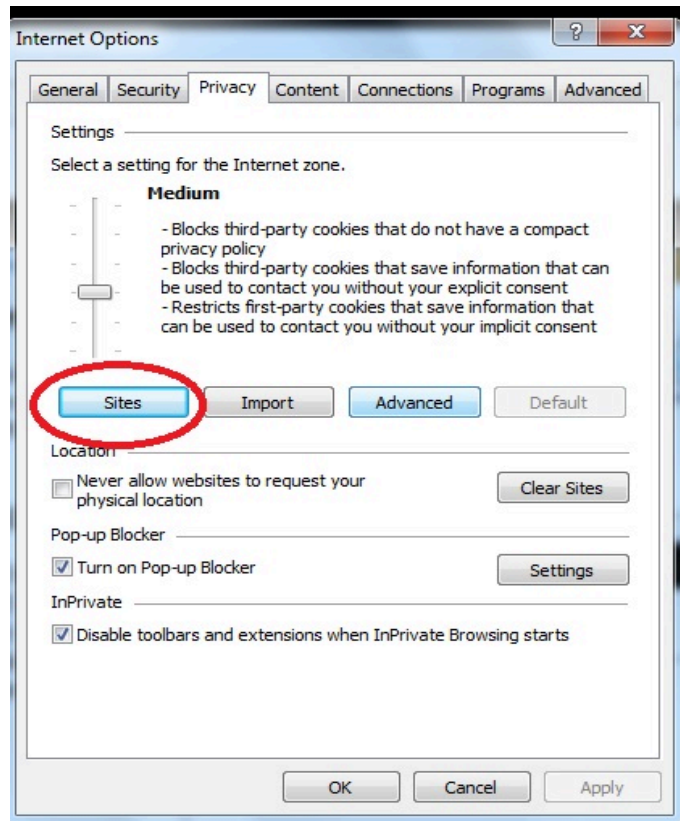


Internet Explorer

Step 1 - Open Internet Explorer, click on the sprocket icon in the upper right hand corner to access the settings drop down menu, then select “Internet Options”.



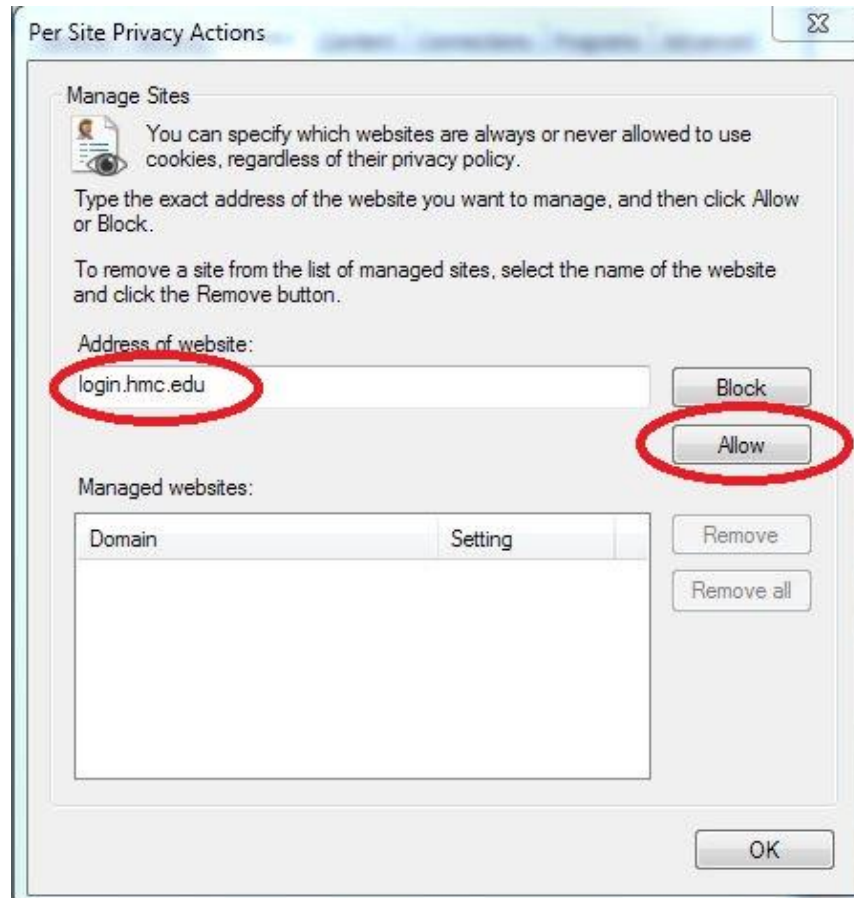
Step 2 - Navigate to the “Privacy” tab, then select “Sites”



Step 3 - Type "login.hmc.edu" without the quotes, in the Address of website location. Select **Allow** login.hmc.edu will display in the list of Managed websites. Click **OK**

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Step 4 - Restart Internet Explorer

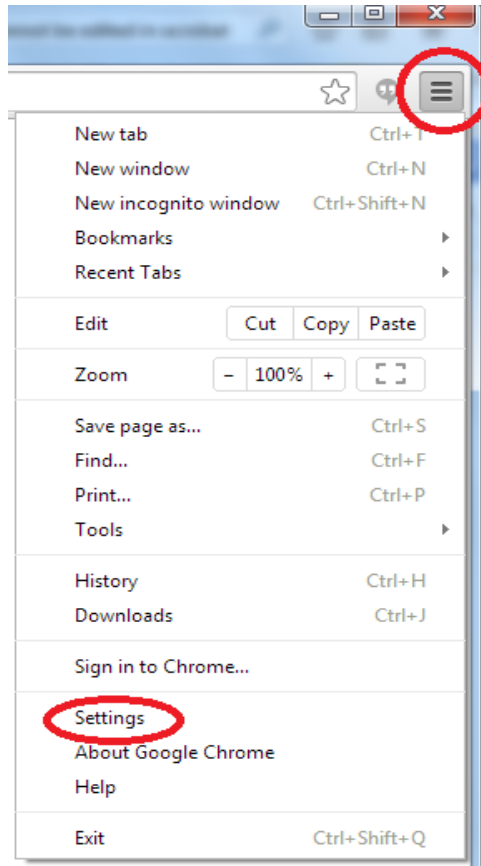
Chrome for Windows

The instructions below are needed if the default cookie settings have been modified after initial installation of Chrome **see Step 4**. Chrome notes default settings as “recommended”.

Step 1 - Launch Chrome, then select the “Chrome” drop down menu in the upper left hand corner of the screen, then select “Settings”

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Step 2 - Select "Show advanced settings..."

☒ Always show the bookmarks bar

Search

Set which search engine is used when searching from the [omnibox](#).

Google

Users

You are currently the only Google Chrome user.

Default browser

The default browser is currently Google Chrome.

[Show advanced settings...](#)

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Step 3 - Under **Privacy**. Select “Content Settings”.

Users

You are currently the only Google Chrome user.

Add new user...

Delete this user

Import bookmarks and settings...

Default browser

The default browser is currently Google Chrome.

Privacy

Content settings...

Clear browsing data...

Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)

☒ Use a web service to help resolve navigation errors

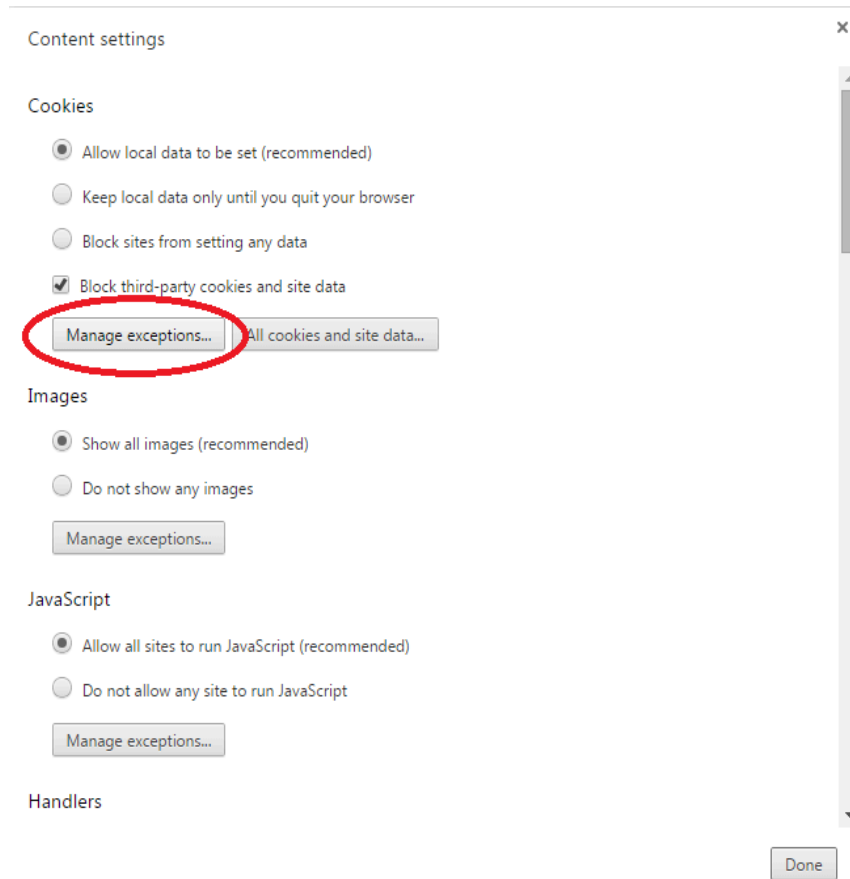
☒ Use a prediction service to help complete searches and URLs typed in the address bar or the app launcher search box

☒ Predict network actions to improve page load performance

Step 4 - Under “Cookies”. Select “Manage exceptions”.

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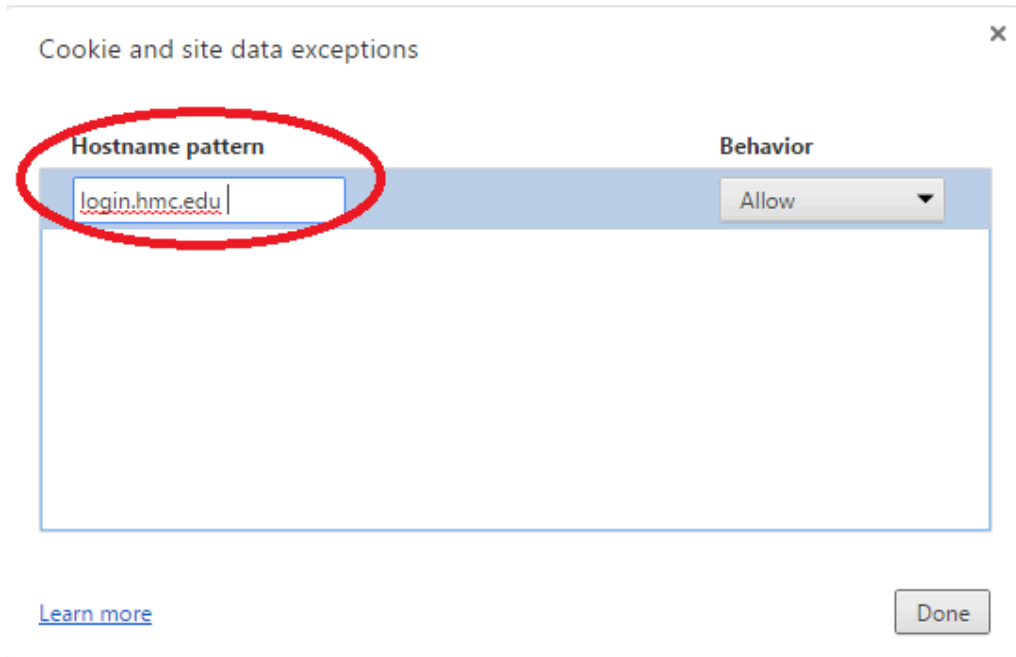
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Step 5 - Type "login.hmc.edu" without the quotes, in the field for Hostname pattern. Set Behavior to "Allow". Select **Done** at the bottom.

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Step 6 - Restart Chrome

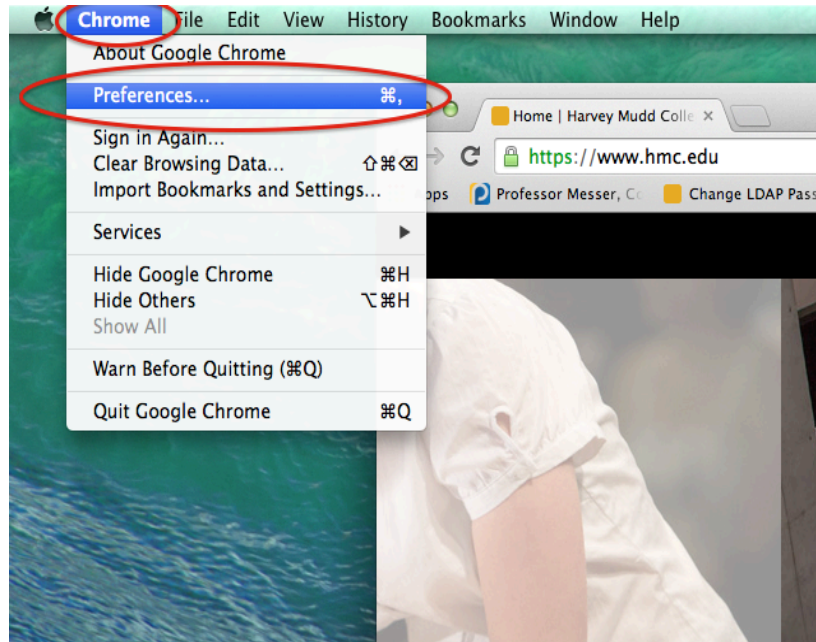
Chrome for Mac

The instructions below are needed if the default cookie settings have been modified after initial installation of Chrome **see Step 4**. Chrome notes default settings as “recommended”.

Step 1 - Open Chrome, then select the “Chrome” from the menu bar in the upper right hand corner of the screen, then select “Preferences”.

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Step 2 - Select “Show advanced settings...”

☒ Always show the bookmarks bar

Search

Set which search engine is used when searching from the [omnibox](#).

Google ▼ Manage search engines...

Users

You are currently the only Google Chrome user.

Add new user... Delete this user Import bookmarks and settings...

Default browser

The default browser is currently Google Chrome.

[Show advanced settings...](#)

Step 3 - Under **Privacy**. Select “Content settings”.

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Users

You are currently the only Google Chrome user.

Add new user...

Delete this user

Import bookmarks and settings...

Default browser

The default browser is currently Google Chrome.

Privacy

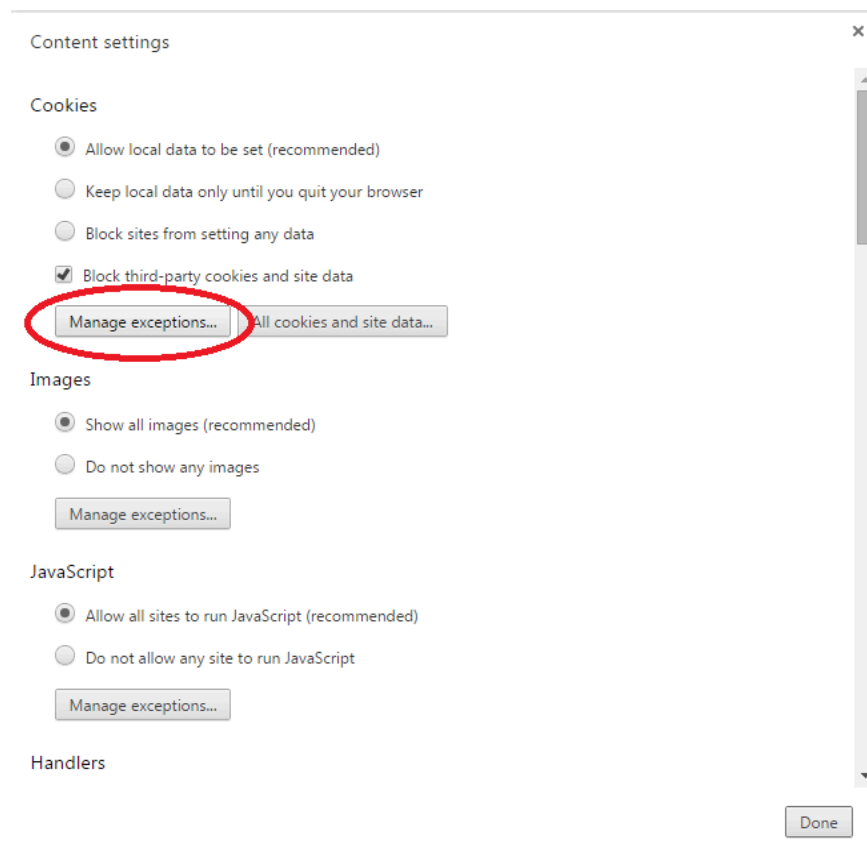
Content settings...

Clear browsing data...

Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)

- ☒ Use a web service to help resolve navigation errors
- ☒ Use a prediction service to help complete searches and URLs typed in the address bar or the app launcher search box
- ☒ Predict network actions to improve page load performance

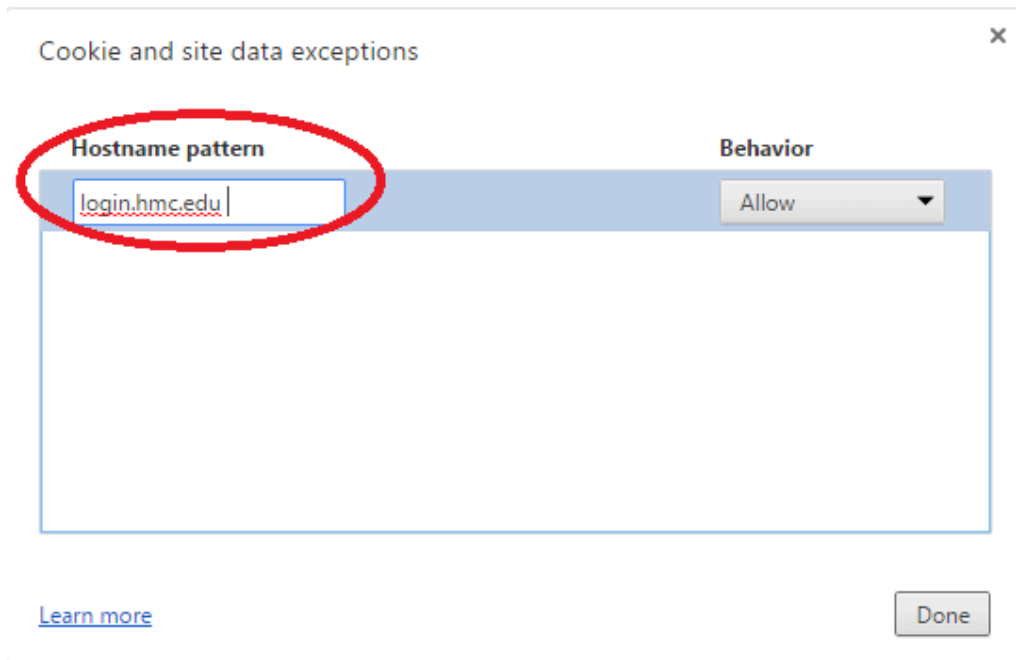
Step 4 - Under “Cookies”, select “Manage exceptions...”



Step 5 - Type “login.hmc.edu” without the quotes, in the Hostname pattern. Set Behavior to “Allow”. Select **Done** at the bottom.

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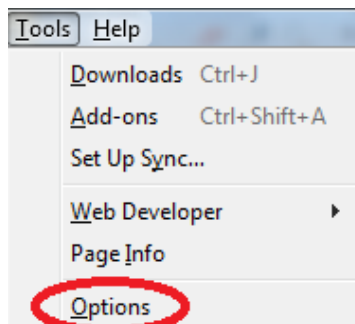
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Step 6 - Restart Chrome

Firefox for Windows

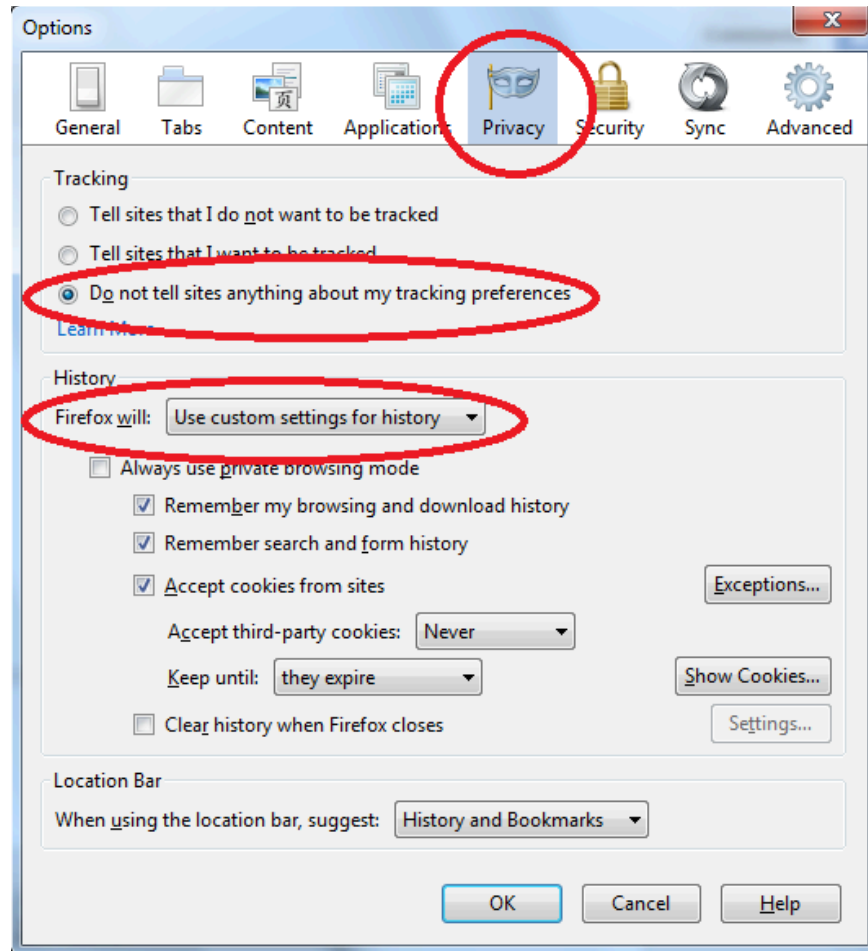
Step 1 - Open Firefox. From the menu bar, select “Tools”, then “Options”.



Step 2 - Navigate to the “Privacy” tab. Select “Use custom settings for history” under the “Firefox will:” drop down menu.

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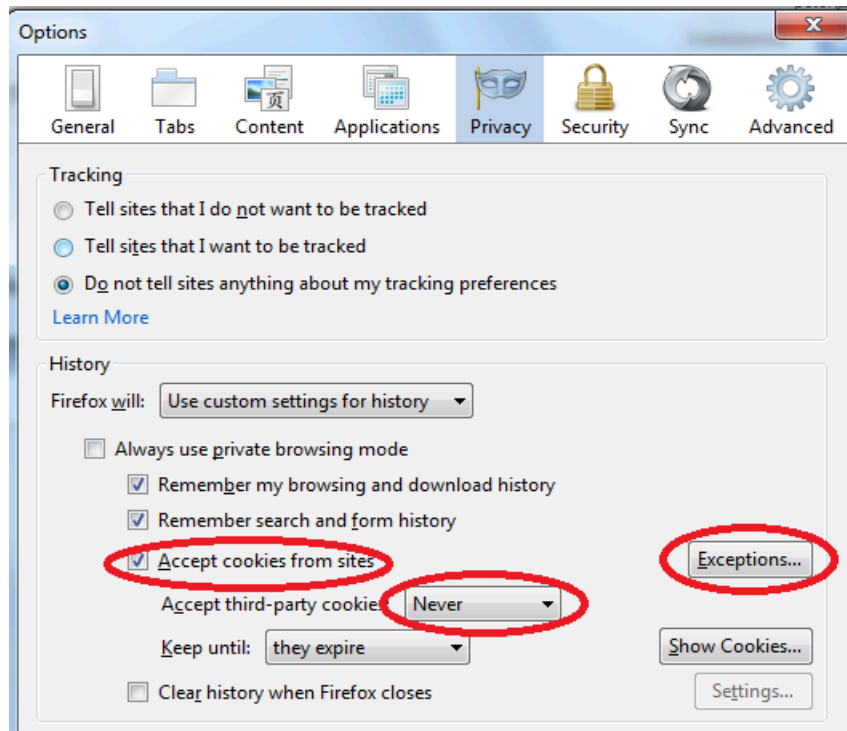
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Step 3 - Select “Accept cookies for sites”, change Accept third party cookies to “Never”. Select “Exceptions”.

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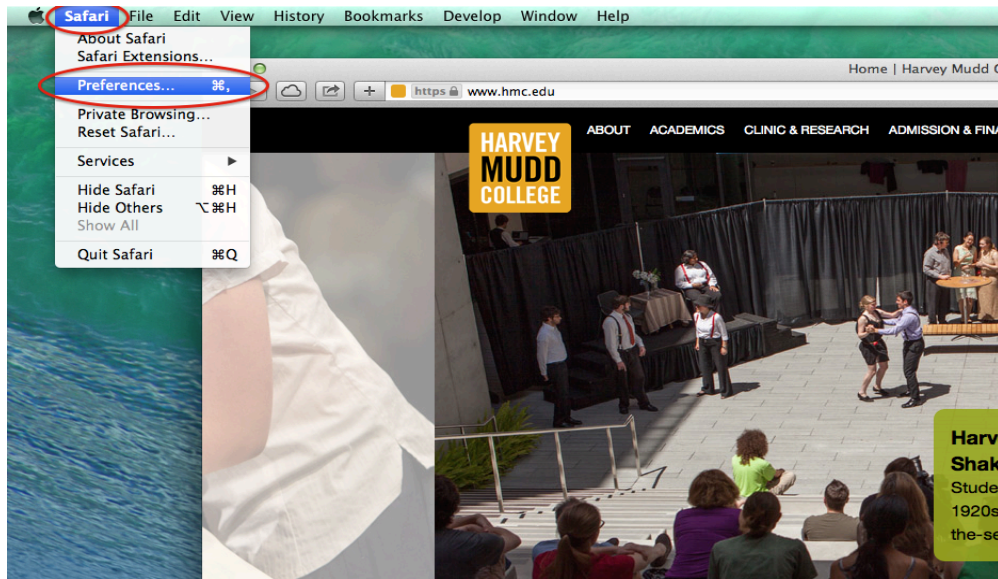
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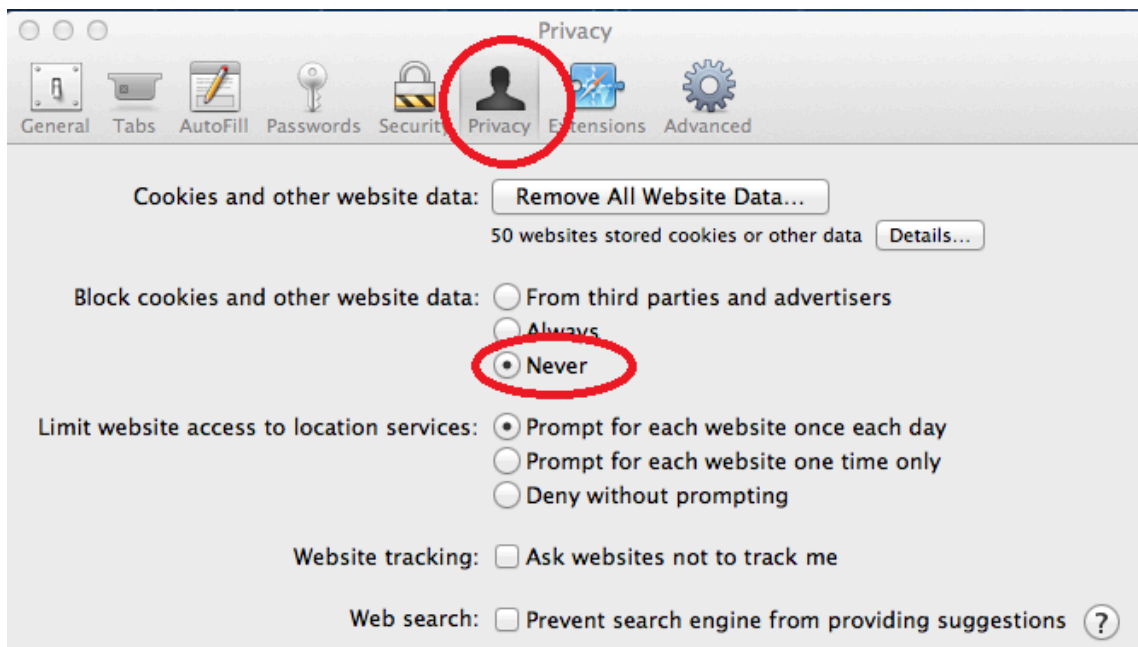
Step 4 - Enter "login.hmc.edu" without the quotes, in the Address of website. Select Allow and Close.

Safari

Step 1 - Launch Safari, then click the "Safari" drop down menu in the upper left hand corner of the screen and select "Preferences".



Step 2 - From the Preferences window, select the Privacy tab”, then select “Never” in the “Block cookies and other website data” field. Close the “Preference” window and **Quit Safari** to completely shut down the browser.

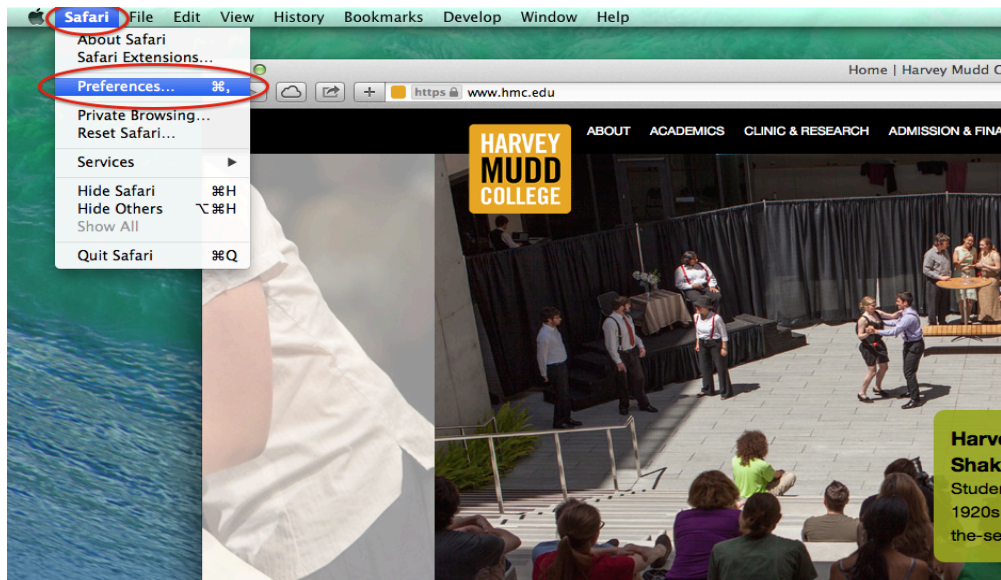


Step 3 Reopen Safari and visit the HMC Portal by entering Portal.hmc.edu in the url address location. Login to the Portal.

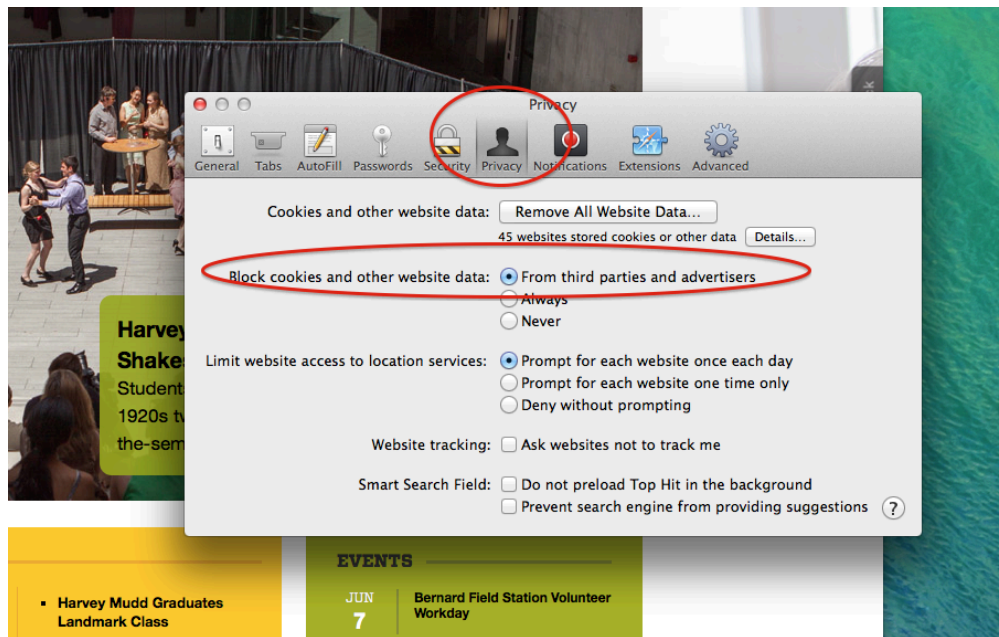
Step 4 - Revisit the “Safari” drop down menu in the upper left hand corner of the screen and select “Preferences” again.

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Step 5 - From the Preferences window, select the “Privacy” tab, then select “From third parties and advertisers” in the “Block cookies and other website data” field. This will block cookies from websites you visit.



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